

EXHIBIT C

City of Austin Parks and Recreation Department Maintenance Levels

Definitions of Maintenance Levels

Level One: Is associated with high traffic areas that have amenities that require significant staff time and attention. These areas are serviced at least once a day if not more often. Staff resources are spent on irrigation, general repairs, mowing, planting beds, trails, bathrooms and trash removal.

Level Two: Is associated with neighborhood parks that have less volume of traffic; however, park amenities are associated in these parks as well as basic repairs. These areas are serviced at least five times a week. Staff resources are spent on bathrooms, mowing and trash removal.

Level Three: Is associated with pocket parks that have low volume of traffic. These areas are serviced two to three times a week. Staff resources are spent on mowing on demand and trash removal.

Open Space: Is associated with non-developed parks, trails or natural areas. These areas are serviced once a quarter. Staff resources are spent on mowing on demand and trash removal.

Operational Guidelines for Grounds Maintenance	
PARK MAINTENANCE Standards	
	By reviewing the service level classifications found in "Park Maintenance Standards," a publication of the National Recreation and Park Association (NRPA), and adopting reasonable standards for the Austin Parks and Recreation Department (PARD). Four (4) appropriate maintenance levels are proposed as follows:
Level One	State of the art maintenance applied to a high quality diverse landscape
Level Two	Moderate level maintenance
Level Three	Minimum level maintenance
Open Space	Natural area that is not developed
Level One	Research is associated with high traffic areas, such as high priority city parks, public squares, community centers, and other areas that require high maintenance. Research is also associated with other special areas.
Turf Care	
	Grass height is maintained according to species and variety of grass.
	Mow at least once every five to seven working days but may be as often as once every three working days.
	Aerate turf at least two times per year: April through October.
	Reseed or sod as needed.
	Weed control practice is that no more than five percent of the surface has weeds present.
	Complete site edging of trees, curbs, sidewalks, light poles, electrical boxes, and buildings.
	Staff applies adequate fertilization to plant species according to their optimal requirements. Staff base requirements on soil and tissue analysis as needed.
	Fertilize turf as needed: Or as scheduled for over seeded facilities.
	Fertilize trees, shrubs, and flowers according to their individual requirements for nutrients for optimum growth.
Irrigation	
	Sprinkler irrigated, automated systems used. The use of central irrigation control is standard.
	Irrigation system components are inspected on watering days on turf areas and other plant material to identify signs of stress or weakness.
	Total system preventative maintenance checks are completed weekly using Irrigation Inspection/Repair Checklist to ensure that the system components are operating properly.
	Identified problems are corrected or repaired immediately.

Playgrounds, Water Features, Exercise Courses and Fountains	
	Staff inspects all playground equipment and areas on a daily basis (High Frequency) to ensure the equipment is in safe, clean, operating condition and the surfacing is free and clear of hazards.
	Staff trained by or passed the National Playground Safety Inspector (NPSI) Program will inspect the playground equipment and area two times per year (Low Frequency).
	The water play feature will be inspected and test operated on a daily basis by Aquatic staff to ensure that it is in safe, clean condition and is operating properly.
	Drinking fountains will be inspected daily for operation and cleanliness. Staff will remove debris as needed.
	Staff will clean and sanitize all drinking fountains on a daily basis.
Restrooms and Pavilions	
	Staff will clean, sanitize, and stock all restrooms at a minimum of once per day or more frequently as needs arise. This includes floors, walls, ceilings, toilets, and urinals.
	Staff will inspect all plumbing fixtures, lighting, and hand dryers at a minimum of once per day.
	Staff will clean and inspect pavilions at a minimum of once per day.
	Staff will clean barbeque grills, empty trashcans, sweep the area, and clean tables on a daily basis.
Litter Control / Surfaces	
	Parks and facilities are patrolled a minimum of once per day, seven days a week.
	Staff will check all trash receptacles daily.
	Staff will pull trashcan liners on a daily basis if they are over half full and install new liners.
	Extremely high visitation may increase the frequency of park patrolling and trash removal.
	Receptacles should be plentiful enough to hold all trash usually generated between servicing without overflowing.
	Staff will clean sidewalks and pavilions so that at no time is there an accumulation of sand, dirt, or leaves. This is required daily.
	Staff will inspect trail surfaces daily for debris, erosion, and hazards.
	Graffiti on any surface will be removed within 24 hours of the incident.
Tree and Plant Care	
	Staff will evaluate all trees and shrubs weekly for pruning as needed.
	Staff will prune trees according to International Society of Arboriculture (1995) and ANSI A300 Standards.
	All trees to be pruned of sucker growth on an as needed basis.
	Shrubs, groundcovers, and floral plantings will be selectively pruned to promote health, visibility, safety, and to promote the natural colors and variety of each species.
	Certain facilities will require seasonal color replacement.
	Maintenance activities are to coincide with low demand periods or to take advantage of special growing characteristics.

Inspections / Repairs	
	Repairs to all elements of the design should be done immediately when problems are discovered, replacement parts and technicians are available to accomplish the job.
	When disruption to the public might be major and the repair is not critical, repairs should be postponed to a time period that is the least disruptive.
	Major components of a LEVEL ONE facility should be inspected daily. This includes restrooms, playgrounds, ball fields, sports courts, parking lots, sidewalks, and landscaped areas.
Level Two	Level Two is associated with locations that have moderate levels of development or visitation, or with operations that, because of budget restrictions, cannot afford a higher level of maintenance.
Turf Care	Grass height maintained according to species and variety of grass. Mowed at least once every ten to fourteen working days.
	Aerate turf at least once during the growing season April through October.
	Reseeding or sodding as needed as resources are available.
	Weed control practice is that no more than fifteen percent of the surface has weeds present.
	Mechanical and chemical methods will be used for the site edging of trees, curbs, sidewalks, light poles, electrical boxes, and buildings.
	Fertilize turf as needed during the growing season: April through October, over seeded facilities when resources are available.
	Fertilize trees, shrubs, and flowers according to their individual requirements for nutrients for optimum growth.
Irrigation	
	Some manual systems are present.
	Irrigation system components are inspected monthly on turf areas and other plant material to identify signs of stress or weakness.
	Total system preventative maintenance checks are completed monthly using Irrigation Inspection/Repair Checklist to ensure that the system components are operating properly. Identified problems are corrected or repaired immediately.
Playgrounds, Water Features, Exercise Courses and Fountains	
	Staff inspects all playground equipment and areas on a daily basis (High Frequency) to ensure the equipment is in safe, clean, operating condition and the surfacing is free and clear of hazards.
	Staff trained by or passed the National Playground Safety Inspector (NPSI) Program will inspect the playground equipment and area two times per year (Low Frequency).
	The water play feature will be inspected and test operated on a daily basis to ensure that it is in safe, clean condition and is operating properly by aquatic staff.
	Drinking fountains will be inspected daily for operation and cleanliness. Staff will remove debris as needed.
	Staff will clean and sanitize all drinking fountains on a weekly basis.

	All newly planted trees will be staked and tied to department specifications.
	All damaged or diseased trees will be removed and new trees installed as resources are available.
Pest Management	
	Using an integrated pest control management program, it is anticipated that pest problems will either be prevented or observed at a very early stage and corrected immediately.
	Weed control will be accomplished by chemical and mechanical methods on a daily or as needed basis. Depending on weed species and variety, appropriate herbicides will be applied when the weed first becomes visible and has enough leaf surface to accept the herbicide.
	Emergent herbicides will be applied as needed to minimize weed growth in all high priority turf or decomposed granite areas.
	All areas will be inspected for daily insect and rodent infestations.
	Any pesticide application will be completed in strict accordance with Texas Department of Agriculture.
Sport Courts	
	Tennis-Basketball
	All sports courts will be inspected on a daily basis to ensure safe and clean conditions.
	Any damaged or missing nets will be replaced immediately.
	Hard surface courts will be swept and washed with a power washer on an as needed basis.
	Sand volleyball courts will be checked weekly have the base material leveled and fluffed on an as needed basis.
	Sand volleyball court water system will be tested on a weekly basis to ensure proper operation.
	Lighting systems and timers will be checked weekly for problems and work requests generated to repair the deficiencies immediately.
Skate Park— BMX	
	Due to the high visibility and visitation of these amenities, skate parks are to be inspected daily for safety, cleanliness, graffiti, and general liability.
	Surfaces will be swept daily or as needed.
	Deficiencies are documented on the facility checklists and repairs are prioritized.
Area / Security Lights, Flag Poles, and Park Signage	
	All area and security lighting will be checked daily.
	Light pole bases and poles will be inspected weekly for indications of damage and rust.
	The lighting system, timer, and light fixtures will be checked daily for operation.
	Flag poles will be checked weekly of ropes, cables, and flags will be replaced as needed due to wear and damage.
	Signs and support frames will be inspected weekly for loose rivets, missing text, graffiti, and wear. Signs and support frames will be replaced as needed.

	Any pesticide application will be completed in strict accordance with Texas Department of Agriculture.
Sport Courts	Tennis & Basketball
	All sports courts will be inspected on a weekly basis to ensure safe and clean conditions.
	Any damaged or missing nets will be replaced on demand.
	Hard surface courts will be swept monthly and washed with a power washer on a monthly basis.
	Sand volleyball courts will have the base material leveled and fluffed on an as needed basis.
	Sand volleyball court watering systems will be tested on a monthly basis to ensure proper operation.
	Lighting systems and timers will be checked weekly for problems and work requests generated to repair the deficiencies immediately.
Skate Parks—BMX	
	Due to the high visibility and visitation of these amenities, skate parks are to be inspected daily for safety, cleanliness, graffiti, and general liability.
	Surfaces will be swept weekly or as needed.
	Deficiencies are documented on the facility checklists and repairs are prioritized.
Area / Security	Lights, Flag Poles, and Park Signage
	All area and security lighting will be checked weekly.
	Light pole bases and poles will be inspected weekly for indications of damage and rust.
	The lighting system, timer, and light fixtures will be checked weekly for operation.
	Signs and support frames will be inspected weekly for loose rivets, missing text, graffiti, and wear. Signs and support frames will be replaced as needed.
	Flag poles will be checked bi-weekly of ropes, cables, and flags will be replaced as needed due to wear and damage.
Inspections / Repairs	
	Repairs to all elements of the design should be done immediately when problems are discovered, replacement parts and technicians are available to accomplish the job.
	When disruption to the public might be major and the repair is not critical, repairs should be postponed to a time period that is the least disruptive.
	Major components of a LEVEL TWO facility should be inspected Bi- weekly. This includes: restrooms, playgrounds, ball fields, sports courts, parking lots, sidewalks, and landscaped areas.

Restrooms and Pavilions	
	Staff will clean, sanitize, and stock all restrooms at a minimum of five times a week. This includes floors, walls, ceilings, toilets, and urinals.
	Staff will inspect all plumbing fixtures, lighting, and hand dryers at a minimum of five times a week.
	Staff will clean and inspect pavilions weekly.
	Staff will clean barbeque grills weekly.
	Empty trashcans, sweep the area, and clean tables at a minimum of five times a week.
Litter Control / Surfaces	
	Parks and facilities are patrolled a minimum of five times a week.
	Staff will check all trash receptacles five times a week.
	Staff will pull trashcan liners if they are over half full and install new liners five times a week.
	Receptacles should be plentiful enough to hold all trash usually generated between servicing without overflowing.
	Staff will clean sidewalks and pavilions weekly.
	Staff will inspect trail surfaces weekly for debris, erosion, and hazards.
	Staff will sweep parking lots and service drives on a monthly basis or as necessary.
	Graffiti on any surface will be removed within 2 days of the incident.
Tree and Plant Care	
	Staff will evaluate all trees and shrubs monthly for pruning as needed. The frequency is primarily dictated by species and variety of trees and shrubs. The length of growing season and design concept also a controlling factor (i.e. clipped vs. natural style hedges). Maintenance in this area is as needed to provide safety, visibility, and to ensure the health of the plant.
	Staff will prune trees according to International Society of Arboriculture (1995) and ANSI A300 Standards.
	All trees to be pruned of sucker growth on an as needed basis.
	Shrubs, groundcovers, and floral plantings will be selectively pruned to promote health, visibility, safety, and to promote the natural colors and variety of each species.
	All newly planted trees will be staked and tied to department specifications.
	All damaged or diseased trees will be removed and new trees installed when resources are available.
Pest Management	
	Using an integrated pest control management program, it is anticipated that pest problems will either be prevented or observed at a very early stage and corrected within 10-14 days.
	Weed control will be accomplished by chemical and mechanical methods on a weekly or as needed basis. Depending on weed species and variety, appropriate herbicides will be applied when the weed first becomes visible and has enough leaf surface to accept the herbicide.
	All areas will be inspected for as needed for insect and rodent infestations on a weekly basis.

Level 3	Level Three is associated with locations that have low visitation and are affected by budget restrictions that cannot afford which level of maintenance.
Turf Care	
	Grass will be mowed 14-21 days.
	Weed control should be practiced so that no more than twenty five percent of the surface has weeds present, at entrances only.
Irrigation	
	No irrigation.
Playgrounds, Water Features, Exercise Courses and Fountains	
	Staff inspects all playground equipment and areas on a weekly basis to ensure the equipment is in safe, clean, operating condition and the surfacing is free and clear of hazards.
	Staff trained by or passed the National Playground Safety Inspector (NPSI) Program will inspect the playground equipment and area two times per year (Low Frequency).
Restrooms and Pavilions	
	May involve contracted service for portable toilets (port-a-potty).
	Ensure weekly check to ensure contracted cleaning service is performed or staff will clean, sanitize and monitor once a week.
Litter Control / Surfaces	
	Parks and facilities are monitored a minimum of twice a week (M-S)
	Surfaces should be cleaned, repaired, repainted or replaced when appearance has noticeably deteriorated.
	Safety repairs take priority over appearance.
Tree and Plant Care	
	Tree Trimming: Trees evaluated annually.
Pest Management	
	Using an integrated pest control management program, sites will be inspected annually and may be treated with pre-emergent herbicides or mechanical methods to reduce weeds and invasive species.
	Usually done when disease or insects are inflicting noticeable damage, reducing vigor of plant materials or could be considered a direct bother to the public (i.e. fire ants).
	Some moderate problems may be tolerated at this level.
	Any pesticide application will be completed in strict accordance with Texas Department of Agriculture.
Area / Security Lights, Flag Poles, and Park Signage	
	All park site signage will be inspected on a monthly basis.
	Replacement or repair of fixtures when observed or reported as not working. Work order requests to Support Services should indicate a "2" priority.

Inspections / Repairs	
	Major components of a LEVEL Three facility should be inspected Monthly. This includes: restrooms, playgrounds, ball fields, sports courts, parking lots, sidewalks, and landscaped areas.
Open space Level 4	
	Open space has limited use and resources.
Turf Care	
	Not mowed.
	Weed control only if legal requirements demand mowing.
	May involve application of soil binder to maintain soil in place.
	Not fertilized.
Irrigation	
	Not irrigated.
Playgrounds, Water Features, Exercise Courses and Fountains	
	Should be maintained for safety and function only.
Restrooms and Pavilions	
	None applicable in these locations.
Litter Control / Surfaces	
	Once per month.
	Service when safety is a consideration.
Tree and Plant Care	
	None, unless safety is a concern.
Pest Management	
	No control, except in epidemic or safety situations.
Area / Security Lights, Flag Poles, and Park Signage	
	Replacement or repair of fixtures when reported as not working. Work order requests to Support Services should indicate a "B" priority.
Inspections / Repairs	
	Once per month.